



BRICKS & BITES - TEAM CONNECTION

15'

WELCOME & FIRST WINE

- Arrivals
- Opening of the Aperò
- Wine: Iris, Mondò

10'

INTRO TO LEGO SERIOUS PLAY

- History and science behind the methodology

20'

WARM UP

- Let's start to build
- Storytelling and first discoveries

10'

SECOND WINE

- Wine: Biasca, Flli Meroni

15'

1st SERIOUS QUESTION

- How does the ideal team look like for you?

10'

THIRD WINE

- Wine: Ul Samion, Flli Meroni

15'

2nd SERIOUS QUESTION

- How is for you the ideal collaboration?

5'

FAVORITE WINE

- Help yourself with your favorite wine

15'

WRAP UP

- Learnings about you & the team
- Strengths to bring forward
- Reflections on the experience



BRICKS AND BITES - CUSTOMER EXPERIENCE

15'

WELCOME & FIRST WINE

- Arrivals
- Opening of the Aperero
- Wine: Chardonnay, H. Cruchon

10'

INTRO TO LEGO SERIOUS PLAY

- History and science behind the methodology

20'

WARM UP

- Let's start to build
- Storytelling and first discoveries

10'

SECOND WINE

- Wine: Au Clos, H. Cruchon

15'

SERIOUS QUESTION

- What does the Horror Customer Experience look like?

10'

THIRD WINE

- Wine: Altesse, H. Cruchon

15'

SO WHAT?

- Which are the two key elements of each model?
- Which are the two elements with want to focus on?
- What do we want instead?

5'

FAVORITE WINE

- Help yourself with your favorite one

15'

NOW WHAT?

- What are possible actions?
- What did you learn today?
- How was your experience?



BRICKS AND BITES - ASSOCIATIONS & CLUBS

15'

WELCOME & FIRST WINE

- Arrivals
- Opening of the Aperero
- Wine: Etna Doc, La Gelsomina

10'

INTRO TO LEGO SERIOUS PLAY

- History and science behind the methodology

20'

WARM UP

- Let's start to build
- Storytelling and first discoveries

10'

SECOND WINE

- Wine: La Dama Bianca, Tenuta Luigina

15'

SERIOUS QUESTION

- It's the general assembly, we're celebrating as everything went even better than expected. What made this year so special?

10'

THIRD WINE

- Wine: a Dama Rossa, Tenuta Luigina

15'

BRIGHT SPOTS

- What is already happening now?

5'

FAVORITE WINE

- Help yourself with your favorite one

15'

WRAP UP

- Now what?
- What did you learn today?
- How was your experience?



BRICKS AND BITES - TEAM FUN

15'

WELCOME & FIRST WINE

- Arrivals
- Opening of the Aperero
- Wine: Chardonnay, Ettore wine

10'

INTRO TO LEGO SERIOUS PLAY

- History and science behind the methodology

20'

WARM UP

- Let's start to build
- Storytelling and first discoveries

10'

SECOND WINE

- Wine: Ettore Blend, Ettore wine

15'

1st SERIOUS QUESTION

- How does your ideal party look like?

10'

THIRD WINE

- Wine: Cabernet Sauvignon, Ettore wine

15'

2nd SERIOUS QUESTION

- How does "fun at work" mean to you?

5'

FAVORITE WINE

- Help yourself with your favorite one

15'

WRAP UP

- Learnings about you & the team
- Strengths to bring forward
- Reflections on the experience